

## October 22, 2012 – DART Bus Route 10 Rider Operator Kudos

I wanted to take the time to reach out and provide some feedback after an experience this past Friday, October 19, 2012. I had the unfortunate experience of leaving my keys and wallet on a Route 10 bus while on the way home from work. After a few calls to customer service and some directions to the DART Mid County Garage, I ended up with (knowing it was ) the Renaldo Epps' bus. At the time, I did not understand how difficult it would be to travel by bus to the Mid County Garage. I recently moved to Delaware from Alabama and did not have a car because it was at a mechanic. I also did not have another set of keys to enter my home.

Renaldo went above and beyond the call of duty to make sure I was able to not only find my keys but also obtain them that night. As a young lady, new to the city, this was very much appreciated. I would have been stranded otherwise. I was able to ride his bus while he coordinated the drop off of my keys to a location that would be on his route. After over 3 hours, I was able to obtain my keys, and would not have been able to do so without his help. This act of kindness and great display of customer service is greatly appreciated. I would not have been able to enter my home or have my wallet safe in my possession had it not been for Renaldo Epps' actions. I also noted Renaldo's interactions with the guests who rode his bus and was also impressed with his interactions with them.

I hope this message can be relayed to him as I am deeply thankful for his actions.

Route 10 Rider Brenda